

## Notice to Policyholders

### Arch Motor Trade

The Notice to Policyholder document is issued for Your assistance. It highlights key changes We have made to the Arch Motor Trade Policy which will be effective from Your renewal date. This Notice does not contain a record of every amendment, and it does not form part of Your Policy. Please ensure that You read in full any documentation issued in conjunction with the updated Arch Motor Trade Policy Wording to determine the full terms, conditions, limitations and exclusions of the Policy cover.

If you have any questions, please contact your insurance agent.

#### Amendments to cover:

<b>To make a claim;</b>	<ul style="list-style-type: none"> <li>- AMENDED - Legal Expenses and Motor Legal Protection Claim details. DAS details replaced by ARAG Legal Expenses Insurance Company Limited (ARAG) further to the change of company name.</li> <li>- UNCHANGED - Contact numbers and references have not changed</li> <li>- AMENDED - Arch “All other claims” email address</li> <li>- AMENDED – email and weblink contact details added</li> </ul>
<b>Helpline and Online Tools</b>	<ul style="list-style-type: none"> <li>- AMENDED - Legal Expenses and Motor Legal Protection Claim details. DAS details replaced by ARAG Legal Expenses Insurance Company Limited (ARAG) further to the change of company name.</li> <li>- UNCHANGED - Contact numbers and references have not changed</li> </ul>
<b>How to Complain:</b>	<ul style="list-style-type: none"> <li>- AMENDED - Arch contact details</li> <li>- AMENDED - DAS details replaced by ARAG Legal Expenses Insurance Company Limited (ARAG) contact details further to the change of company name.</li> <li>- ADDED - HSB Engineering Insurance Service Limited complaint contact details</li> </ul>
<b>Fair Processing Notices:</b>	<ul style="list-style-type: none"> <li>- AMENDED - Arch Privacy Notice</li> <li>- AMENDED - ARAG Legal Expenses Insurance Company Limited (ARAG) Privacy Notice. Replaces DAS’s Fair Processing Notice</li> <li>- ADDED - HSB Engineering Insurance Services Limited Privacy Notice</li> </ul>
<b>Contract of Insurance and Underwriters</b>	<ul style="list-style-type: none"> <li>- AMENDED – Title amended to The Contract of Insurance, the Underwriters and Engineering Inspection. Updated to recognise that HSB Engineering Insurance Services Limited (HSBEISL) provide an inspection service and are not an insurer/underwriter.</li> <li>- AMENDED – Legal Expenses and Motor Legal Protection details updated to recognise DAS name change to ARAG Legal Expenses Insurance Company Limited</li> </ul>
<b>General Definitions</b>	<ul style="list-style-type: none"> <li>- AMENDED - We / Us / Our definition updated to recognise that HSB Engineering Insurance Services Limited (HSBEISL) provide an inspection service and are not an insurer/underwriter.</li> </ul>
<b>General Conditions</b>	<ul style="list-style-type: none"> <li>- AMENDED - Average Condition updated.</li> <li>- AMENDED - Choice of Law and Jurisdiction Condition updated</li> <li>- ADDED - Sanctions and Financial Crime Documentation</li> </ul>

<b>Property Damage Section</b>	<ul style="list-style-type: none"> <li>- AMENDED - Day One Basis Extension updated (Point 3 (2))</li> <li>- AMENDED - Basis of Settlement Condition updated (<b>Reinstatement</b> provision point 2. and <b>Indemnity</b> provision)</li> </ul>
<b>Goods in Transit</b>	<ul style="list-style-type: none"> <li>- AMENDED – Average Condition updated</li> </ul>
<b>Legal Expenses Section and Motor Legal Protection Section</b>	<ul style="list-style-type: none"> <li>- AMENDED - Further to the change of company name these Sections are now provided by ARAG Legal Expenses Insurance Company Limited (ARAG). References to DAS are being updated to ARAG. These changes include (as appropriate) updates to Helpline email and web addresses; complaints contact details and privacy notice contact details.</li> <li>- UNCHANGED - Voucher Codes and Helpline telephone numbers are unchanged.</li> <li>- AMENDED – weblink address added to the Motor Legal Protection “When You need to make a claim” details.</li> </ul>

We have changed our Registered Office Address to 4th Floor, 10 Fenchurch Avenue, London EC3M 5BN. Your Policy documentation shows our new Registered Office address.

Office address.